

Office of the Deaf & Hard of Hearing

Community Review

FALL 2009
Volume 6, Number 4
Washington State Department of Social and Health Services



Message from the Director

We are gearing up for the upcoming November 13th Symposium to talk about the past, present and future! ODHH was founded 30 years ago and we'll have a few special guest speakers to talk about the past and present. We'll also have an opportunity to talk about unmet needs in the state of Washington. It will be about where we were in the

past, what we are doing today and where we need to go in the future as an agency and a community. Details will be forthcoming so be sure to save the date. Please look for more announcements on our website and various email distribution lists!

The economy continues a slow recovery yet because of lower revenues; state government has budget cutbacks, staff layoffs and looking to streamline services and operations. Fortunately, ODHH has not had any cutbacks and layoffs however we continue our ongoing efforts to streamline our services and operations. To help us achieve this, the good news is that we will create and recruit for two new positions, an office manager and a policy analyst. A recent resignation has also created a vacancy in an existing position,

"Program Support" to provide clerical and administrative support to three programs. Job vacancy bulletins for these three positions will be posted sometime this fall.

While we seek continuous improvements, we continue to work on our goals this Fiscal Year 2010 (FY10 = July 1, 2009-June 30, 2010). To highlight a few of these goals from the 2009 - 2013 Strategic Plan, they include procurement of providers for a statewide contract for real-time captioning services, also known as "CART", and a DSHS contract for video remote interpreting (VRI). ODHH 5-year contract with Sprint-Nextel for Telecommunication Relay Services (TRS) will expire in September 2010. We will have to do competitive procurement to award a new TRS contract to the winning bidder. Achieving these goals among other activities will be exciting and challenging but we will be assured that what we do is to serve you with quality services with the hope and inspiration that it's making a difference in your lives.

Eric Raff,
ODHH Director



Texting 9-1-1? No Way!

If you have an emergency, call – don't text (SMS) – 9-1-1 on your cellular phone or pager. Washington State's current 9-1-1 telephone system is designed to handle voice & TTY via landline phone system and voice via internet based (wireline and wireless) communications.

Until upgrades are in place, Washington's 9-1-1 system cannot deliver text data (SMS, email, instant messaging) to 9-1-1 call centers around the state. So for now, if you have an emergency, you must make a voice call from your cellular phone or pager to 9-1-1 and be ready to provide your name, location and type of emergency.

For more information on this subject, you are encouraged to contact your local County 9-1-1 program or your local 9-1-1 public education coordinator.



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Sent from Washington State Military Department Emergency Management Division,
Camp Murray, WA • Contact: Rob Harper, Public Information Officer, (253) 512-7005

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TED Program Manager

Colleen Rozmaryn,
ACT Program Manager

Law expands roll of Center for Childhood Deafness and Hearing Loss

Engrossed Second Substitute House Bill 1879 was signed into law May 7, 2009. This law establishes the Washington State Center for Childhood Deafness and Hearing Loss (CDHL) and maintains the Washington School for the Deaf (WSD) as a residential school located in Vancouver, WA. The law expands the roll of the agency (CDHL) to research and identify existing strengths and gaps in the current statewide service delivery model for children who are deaf/hard of hearing or deaf-blind. Furthermore, it authorizes CDHL to establish pilot sites, one of which must be in eastern Washington, to provide educational service for these children regardless of communication modality.

To accomplish these goals, a core group has been formed and stakeholder meetings will be conducted in each ESD. Information will also be gathered through on-line surveys. All findings and recommendations generated through the process will be reviewed by the CDHL Board of Trustees. The Board will present its final recommendations to the legislature December 1, 2010.

The CDHL has hired a consultant to facilitate the statewide effort, Cheryl Johnson, Ph.D. Cheryl has a rich background in deaf education and has worked with groups across the nation to strengthen services for children who are deaf/hard of hearing and their families.

Stakeholder Meetings (Section 34, E2SB 1879)

January 12, 2010	Anacortes Area – ESD 189
January 13, 2010	Seattle Area – ESD 121
February 2, 2010	WSD
February 3, 2010	Kelso-Longview Area – ESD 112
March 2, 2010	Olympia Area – ESD 113
March 3, 2010	Bremerton-Peninsula Area – ESD 114
April 19, 2010	Tri-Cities Area– ESD 123
April 20, 2010	Spokane Area– ESD 101
May 4, 2010	Yakima Valley Area– ESD 105
May 5, 2010	Wenatchee Area – ESD 171

All dates subject to change and will be posted on <http://www.wsd.wa.gov/> website and published.



What you need to know about the new high-speed digital phone service

by Steve Hillson, HSDC Store manager

We've all seen advertisements offering high speed internet, cable and phone service bundled together. Such bundles are designed to combine all of these services into one supposedly lower monthly payment. Saving money is a strong temptation, especially these days.

However, there is a hidden concern for hard of hearing and Deaf customers in these convenient bundles. Often, the phone companies are installing digital phone lines as part of the package. These new lines take the place of the original analog lines many of us have had in our homes for years. This is the reason for the concern.

All amplified telephones, ring signalers, TTYs and the new CapTel phones are analog technologies, and none of them are designed to work on a digital phone line. In fact, the often higher levels of electricity in digital phone lines can actually damage your analog equipment. This kind of damage is not covered by warranty, and it is highly unlikely that your phone company will buy you a new one.

If you already have one of these "bundles" in your home, I recommend contacting the customer service office at your phone company right away to confirm whether your new phone line is analog or digital. If the line is analog, relax. However, if it turns out you have digital lines in your home, you should confirm whether the company has provided a digital-to-analog converter on your phone line, or if there is an analog phone jack built into the cable modem your system is using.

Cable modems often include one analog phone jack. It is safe to use with your phone, TTY or CapTel. However, this means that your phone can only be used in the same room where the modem is set up. If you need phones around the house, there are amplified cordless phones on the market that have extension units that can be placed around the home for convenience. CapTel phones and TTYs do not have this option.

Here is some good news. DSL internet is an analog technology. If your bundle includes DSL service, your phone lines are almost certainly analog. I still recommend that you call the phone company to confirm

this. The one drawback is that the DSL modem does produce a constant high-pitched buzzing noise on the phone line. The phone company puts a high-frequency filter on the line to block this sound. However, amplified phones can pick up the modem noise and raise it to annoying levels again. Adding a second filter may help, or the phone company should be able to set up at least one phone outlet that is free from the background modem noise.

In addition to cable/phone "bundles", some newly constructed housing including apartments, condos and assisted living facilities have digital phone systems pre-installed. If your unit comes with a phone, there is a good chance that all the phone jacks around the home are digital technology. You should discuss the need for a digital-to-analog converter with the facility manager before moving in.

This variety of digital systems is also why there are no amplified digital phones or digital TTYs available for these new phone lines. Each manufacturer would have to make their own version for each type of phone system they offer. That would mean hundreds of models of phones and TTYs would have to be made to cover all the possible types of digital phone lines out there. The ADA does not require heroics like that. As it is, government regulations for hearing accommodations on digital phone lines currently don't aim very high, and if a digital phone manufacturer can show that some of their phones are in some way "hearing aid compatible" or have a small 10 to 15 decibel volume boost, they are considered ADA compliant even though these digital phones don't perform well for people with hearing loss.

For those of you who are still considering an internet/phone

bundle, make sure you request an analog phone connection before signing any contracts. Also, let the person who comes to install your system know that you are using analog phone equipment, and that it should only be connected to an analog phone jack. An ounce of prevention is certainly worth a ton of cure.

In cases where an analog converter or phone line cannot be installed, there are a few options to consider:

- There are new in-line amplifiers with built-in digital filters that can be used with many types of digital landline phones.
- A digital speakerphone or "hearing aid compatible" phone for use with a telecoil equipped hearing aid may be available from the phone company as part of the service bundle.
- There are now web-based versions of the CapTel service that can be used with digital phones.
- TTY users can disconnect the phone line and use the handset of a digital landline phone in the acoustic couplers of the TTY. This is a bit old-fashioned, but it does work safely.

Every accommodation is unique. If you have any questions, please contact me at **1 888 328 2974** (voice or TTY), or via email: **store(at)hsdc.org**.

resource corner

Ten-Digit Numbering and why it is very important to register:

The article was written by Karen Peltz-Strauss, an attorney with Federal Communications Commission (FCC) on numbering Update – Consumer Advice and Guide. It explains why it is important for everyone to register for ten-digit number with their Video Relay Service (VRS) Provider or Internet Protocol (IP) Relay Service Provider by November 12, 2009.

To read this link:
<http://www.drzvrs.com/?p=1537>



Emergency Management and Preparedness Resources

Surviving a disaster or emergency depends on successful planning and preparedness. Here are some helpful resources to assist you and your family.

Green River Valley and Swine Flu EMERGENCY RESOURCES LIST

Flooding

Howard Hanson Dam

US Army Corps of Engineers web site with dam information

http://www.nws.usace.army.mil/PublicMenu/Doc_list.cfm?sitename=HHD&pagename=Pool_Restriction

Flood Preparation

American Red Cross Serving

King & Kitsap Counties Flood Safety Tips

<http://arc-seattle.axxiomportal.com/show.aspx?mi=4524>

American Red Cross Serving King & Kitsap Counties

<http://www.seattlredcross.org/show.aspx?mi=4006>

click on floods and what to do after a flood

Preparedness Information for King County residents

http://www.kingcounty.gov/safety/prepare/FloodPlan_GRiverBasin.aspx
(this website has several languages)

Regional Public Information Network (RPIN)

www.rpin.org - sign up to receive updates on flooding, traffic, shelters and other emergencies.

Social media

<http://twitter.com/kcalerts> - sign up to receive updated flood information via realtime "tweets."

City of Auburn Emergency Management

To receive messages via TTY, voice landline or cell phone, email, and SMS (type in your phone number and check cell phone. It will show the list of your cell provider. After you choose the provider, then check on that says receive text message if available)

<http://www.auburnwa.gov/disaster> - click on Auburn Alert

City of Kent Emergency Management Emer-Gram

<http://www.ci.kent.wa.us/emergencymanagement/index.aspx?id=2670>

City of Renton Emergency Management

To receive messages via TTY, voice landline or cell phone, email, and SMS (type in your phone number and check cell phone. It will show the list of your cell provider. After you choose the provider, then check on that says receive text message if available)

<http://rentonwa.gov> - click on CodeRed

City of Renton Emergency Management

<http://www.rentonwa.gov/emergencies/>

City of Tukwila

<http://www.ci.tukwila.wa.us>

King County Flood Warning Center

206-296-4535 or 800-768-7932 - 24 hours during a flood to answer questions and provide information

206-296-8200 or 800-945-9263 - recorded flood phase information for area rivers

www.kingcounty.gov/flood - real-time flood gage data and flood phase information

www.kingcounty.gov/floodplans - regional information of activities before and during flood disaster

National Weather Service Forecast Office

www.wrh.noaa.gov/sew/ - find out if heavy rain is forecast, and if the Green River is under a flood watch.

King County Office of Emergency Management

(unincorporated King County citizens)

3511 NE 2nd St., Renton, WA 98056-4192

206-205-4034

206-296-3830 V/TTY (main line)

greenriver.kcoem@kingcounty.gov

City of Kent

Dominic Marzano	253-856-4316	dmarzano@ci.kent.wa.us
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City of Auburn

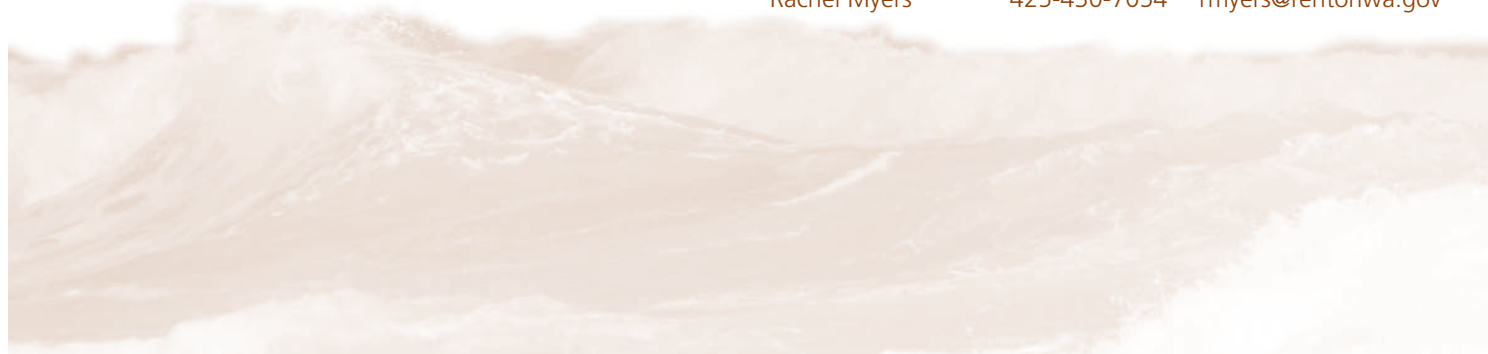
Sarah Miller	253-876-1925	skmiller@auburnwa.gov
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City of Tukwila

Hillman Mitchell	206-433-7182	hillman@ci.tukwila.wa.us
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City of Renton

Rachel Myers	425-430-7054	rmyers@rentonwa.gov
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H1N1 (Swine Flu)

CDC

<http://www.cdc.gov/h1n1flu/>

Washington State Dept of Health

<http://www.doh.wa.gov/swineflu/default.htm>

Seattle & King County Health

<http://www.kingcounty.gov/healthservices/health/preparedness/pandemicflu/swineflu.aspx>

Red Cross

<http://www.seattleredcross.org/show.aspx?mi=4006> - click on pandemic flu

Flu.Gov

<http://www.flu.gov/>
One-stop access to US Government H1N1, avian and pandemic flu information. Also it has information on how to prepare you and your family

National Center for the Deaf Health Research (ASL & captions)

<http://www.urmc.rochester.edu/ncdhr/information/swine-flu.cfm> - this websites has list of websites you can click on to watch other videos in ASL and/or captions.

Others

King County 2-1-1

Have disaster resources such as where to go for shelters, information about disaster and others.

2-1-1 voice & TTY

206-461-3610 TTY

206-461-3200 V

www.211kingcounty.org

(Please check ODHH's website for updated information)

ODHH Symposium: Past, Present, Future 1979-2009



The Office of the Deaf and Hard of Hearing (ODHH) invites you to join us with stakeholders, DSHS and other state officials to talk about how to meet the needs of the deaf, hard of hearing and deaf-blind communities. We will also have guest speakers, an "open house" to tour the ODHH office, and a brief celebration of ODHH founding 30 years ago.

When:

Friday, November 13, 2009
9:00 am – 3:00 pm

Where:

Office Building 2, Auditorium
1115 Washington St. SE
Olympia, WA 98504-5301
Phone: 800-422-7930 TTY/Voice

A schedule will be available by November 2, 2009
at: <http://odhh.dshs.wa.gov>

☺ Light refreshments will be provided ☺

The meeting location is accessible. Sign Language Interpreter Services, Assistive Listening System, and Computer Assisted Real-Time Captioning (CART) will be provided.

Requests for Tactile or Oral Interpreting must be submitted to Jeannie Kay:

EMAIL:

kayjean@dshs.wa.gov or

PHONE:

1-800-422-7930 TTY/Voice

By Friday October 30, 2009 at 5:00 pm



ODHH Office of the Deaf and Hard of Hearing

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Office of the Deaf & Hard of Hearing

**Toll Free: 1 (800) 422-7930 V/TTY
(360) 902-8000 V/TTY**

Web site: <http://odhh.dshs.wa.gov>

Contact ODHH by VideoPhone (VP) at:

VP: 65.113.246.110

VP200: (360) 339-7382

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Emily Hill, SLIM Program Manager hillemily@dshs.wa.gov
Steve Peck, TRS Program Manager pecksc@dshs.wa.gov
Kelly Robison, TED Program Manager robiskd@dshs.wa.gov
Colleen Rozmaryn, ACT Program Manager rozmaic@dshs.wa.gov